

CARDHOLDER INSTRUCTIONS
C.A.R.E. TRANSACTION MANAGEMENT MODULE PROCEDURES

COMPUTER REQUIREMENTS TO RUN C.A.R.E.: Computer with Internet access. If using Netscape browser, must be 4.5 or higher. If using Internet Explorer browser, must be 4.01 with service pack 1 or higher and 128 bit encryption. Memory should be 32 MEG with processor speed of 133 MHZ or higher. Must have Windows 95 or higher.

US BANK CUSTOMER SERVICE: 1-888-994-6722

NOTICE: Cardholders must approve their statements within 3 business days following the cycle cutoff date (23rd of each month unless the 23rd falls on a Saturday or Sunday, then the cycle entry would be the previous Friday). If you fail to do so, your billing official will have to act on your behalf. You will still be able to access your statement, but the system will not allow you to approve any transactions or the statement after 15 calendar days after the cycle cutoff date.

ACCESSING C.A.R.E.: Access the C.A.R.E. secure web site by typing the following address: <https://care.usbank.com>. Be sure you type the “s” after http.

Click “I Agree” at the bottom of the C.A.R.E. License Agreement

Type in your USER ID and PASSWORD correctly. Click “Logon”. The system will prompt you to change your password the first time you log on and every 100 days after that. Your new password must be 8-12 characters in length and at least one of these characters must be numeric. No characters can be used (i.e. & % \$ #)

CERTIFYING IN C.A.R.E.:

1. The next screen will have several selections on the left side of the screen. To work with your statement, click on “Transaction Management” and be very patient. It will take several minutes to load. You may receive a message asking if you wish to load the Transaction Management Module. If you do, click yes.
2. After loading the Transaction Management Module, you will see your name and account number. If you have more than one account, you will work one account at a time. Once you have selected an account to work, the “Transaction Log” tab will light up at the top of the page. Select the current cycle date. Once you have selected the cycle date, the “Transactions” tab will light up at the top of the page. Click on the “Transactions” tab. The system will retrieve all transactions for that cycle.
3. Notice the status column to the left of each transaction shows “Pending”. That will change as you work each transaction. You are about to begin the transaction approval process.

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4. Highlight the first transaction and click the approve button on the bottom right. When the transaction changes from Pending to Approved, highlight the next transaction and click approve. Continue until you have approved all of your transactions.
5. After all the transactions are approved, you have to approve the statement. To do this, click on the "Cardholder" tab at the top of the screen. When you see all the cycles in the box, highlight the current cycle (make sure you do the correct one) and click approve at the bottom right of the screen (you also have to click on the certification screen). Notice that the statement changes from Unapproved to Approved. Repeat the process for any other accounts you may have. At this point, you have completed your part. Inform your approving official that your statement is ready for review and approval in C.A.R.E.

IMPORTANT: Although you may approve the current cycle's transaction at any time prior to the 3rd business day following the end of the cycle (23rd of the month unless the 23rd falls on a Saturday or Sunday), then the cycle cutoff would be the previous Friday). you will not be able to approve the actual statement until after the end of the cycle.

TRANSACTION LOGS: Cardholders, enter transaction in the transaction log section. Log entries must include a minimal: Vendor's name, transaction date and amount. This requirement is mandated by Draft Army Federal Acquisition Regulation subpart 5113.201 paragraph (6) (ii), as well as GPC Army SOP dated July 2002.

6. You exit by clicking on the "X" in the top right corner of the screen and "Log out" on the bottom left of the next screen. You may receive a message saying "You are about to be redirected to an insecure site." Click OK and "X" in the top right corner of the next screen.